



June 26, 2003

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, S.W., Room TW-A325  
Washington, D.C. 20554

Re: Telecommunications Relay Services and Speech-to-Speech Services for Individuals  
with Hearing and Speech Disabilities. CC DOCKET NO 98-67

Dear Ms. Dortch,

Accompanying is the annual complaint summary log from the Massachusetts Relay Service as required by the Federal Communications Commission Improved TRS Order (Docket No. 98-67). The monthly summary logs are followed by the yearly totals and summary comments. The accompanying report covers all consumer complaints that allege a violation of the federal minimum standards received by VISTA between June 1, 2002 and May 31, 2003. Four electronic disk copies (3.5 inch IBM format) of this filing have also been forwarded by overnight delivery.

If I can be of any further assistance, please do not hesitate to contact me via telephone at (413) 493 1110 (voice) or email [tom.o'neill@vistait.com](mailto:tom.o'neill@vistait.com).

Regards,

Thomas E. O'Neill  
Vice President - Business Process Outsourcing  
489 Whitney Avenue, Ste 100  
Holyoke, MA 01040

489 Whitney Ave. Ste 100

Holyoke, MA 01040

p. 413.493.1100

f. 413-493-1190

[www.vistait.com](http://www.vistait.com)

cc: Erica Myers, FCC, Consumer & Government Affairs Bureau  
Marilyn Benoit, Verizon Center for Customers with Disabilities